



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

REVOCATION AND APPOINTMENT OF ATTORNEY
AND CHANGE OF CORRESPONDENCE ADDRESS

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

By: Daniel J. Bourque, Esquire
Registration No. 35,457

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sirs:

CIM, LTD. being the Assignee of the entire right, title and interest in the United States Patent Patents/Patent Applications listed in Appendix A attached hereto, as shown by the enclosed United States Patent and Trademark Office Notice of Recordation of Assignment Document dated February 27, 2004, recorded on REEL 014374 and FRAME 0057 on August 11, 2003 and attached hereto as Appendix B, hereby revokes all previous powers and respectfully requests the appointment of attorneys associated with Customer Number 28452.

Please direct all further correspondence to Daniel J. Bourque, Esquire.

Respectfully submitted,
CIM, LTD.

By: Paul Lucchese
Paul Lucchese
Secretary and Treasurer
Date: 3/24/05

CONCERTO_05011



APPENDIX B

In re application :
Serial No. : **09/411,599**
Filed : September 28, 1999
For : Computerized system for embedding an
application user interface with real-time
chat.
Examiner :
Group Art Unit :
Attorney's Docket : CONCERTO-800XX

In re application :
Serial No. : **09/881,411**
Filed : June 14, 2001
For : System and method for managing information
and collaborating
Examiner :
Group Art Unit :
Attorney's Docket : CONCERTO-801AX

In re application :
Serial No. : **09/675,017**
Filed : September 28, 2000
For : System and method for managing information
and collaborating
Examiner :
Group Art Unit :
Attorney's Docket : CONCERTO-801XX

In re application :
Serial No. : **09/419,038**
Filed : October 15, 1999
For : Method and apparatus for securely collecting
customer service agent data in a multi tenant
environment
Examiner :
Group Art Unit :
Attorney's Docket : CONCERTO-802XX



UNITED STATES PATENT AND TRADEMARK OFFICE

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

FEBRUARY 27, 2004

PTAS



102525156A

KIRKLAND & ELLIS LLP
HAYLEY M. SMITH
153 EAST 53RD STREET
NEW YORK, NY 10022-4675

UNITED STATES PATENT AND TRADEMARK OFFICE
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 08/11/2003

REEL/FRAME: 014374/0057

NUMBER OF PAGES: 5

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:

DIVINE TECHNOLOGY VENTURES

DOC DATE: 05/15/2003

ASSIGNEE:

CIM, LTD.
ONE EMBARCADERO CENTER
C/O GOLDEN GATE PRIVATE EQUITY
INC.
SAN FRANCISCO, CALIFORNIA 94111

SERIAL NUMBER: 09411599

PATENT NUMBER:

FILING DATE: 09/28/1999

ISSUE DATE:

SERIAL NUMBER: 09881411

PATENT NUMBER:

FILING DATE: 06/14/2001

ISSUE DATE:

APPENDIX A

014374/0057 PAGE 2

SERIAL NUMBER: 09675017
PATENT NUMBER:

FILING DATE: 09/28/2000
ISSUE DATE:

SERIAL NUMBER: 09419038
PATENT NUMBER:

FILING DATE: 10/15/1999
ISSUE DATE:

TARA WASHINGTON, EXAMINER
ASSIGNMENT DIVISION
OFFICE OF PUBLIC RECORDS